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PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art Unit: 2661

) Examiner:

) **TRANSMITTAL LETTER**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

) Customer No.: 28960

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 6-15-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 6-15-04 By: [Signature]



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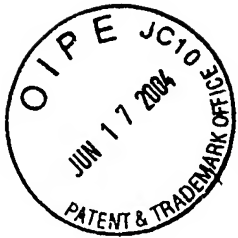
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HAVERSTOCK & OWENS LLP.

Date: 6-15-04

By: THG



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Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b>CERTIFICATION FOR</b>
Filed: July 31, 2003	)	<b>SUPPLEMENTAL INFORMATION</b>
For: <b>CONTACT CENTER</b>	)	<b>DISCLOSURE STATEMENT UNDER 37</b>
<b>ARCHITECTURE</b>	)	<b>CFR § 1.97(e)</b>
	)	162 N. Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I hereby certify that the attached six (6) references contained in this supplemental information disclosure statement were cited within an International Search Report (ISR) mailed on May 6, 2004. **Accordingly, the references contained in the supplemental information disclosure statement were cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**

**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 6-15-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

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Filed: July 31, 2003	)	<b><u>DISCLOSURE STATEMENT</u></b>
For: <b>CONTACT CENTER ARCHITECTURE</b>	)	162 N. Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700

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P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

Applicants have become aware of the following printed publications which may be material to the examination of this application:

- U.S. Patent No. 5,390,295;
- U.S. Patent No. 5,491,795;
- U.S. Patent No. 6,046,741;
- U.S. Patent No. 6,225,998 B1;
- U.S. Patent No. 6,266,058 B1; and
- U.S. Patent No. 6,590,596 B1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 6/15/04

By: Thomas B. Haverstock

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FORM PTO-1449  
(Modified)U.S. Department of Commerce  
Patent and Trademark Office

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2661

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	5,390,295	02/14/95	Bates et al.	395	157	12/20/91
	AB	5,491,795	02/13/96	Beaudet et al.	395	159	05/02/94
	AC	6,046,741	04/04/00	Hochmuth	345	348	11/21/97
	AD	6,225,998 B1	05/01/01	Okita et al.	345	356	12/02/97
	AE	6,266,058 B1	07/24/01	Meyer	345	339	09/08/98
	AF	6,590,596 B1	07/08/03	Rector	345	810	05/21/99
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	
	BA	
	BB	
	BC	

Examiner:

Date Considered:

**EXAMINER:** Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.